

Sample Behavioral Questions by Competency

Behavioral Interview Questions

Many organizations now include behavioral questions when they conduct interviews. Organizations ask these types of questions because it is believed that past behavior predicts future success. In designing behavior interview questions, the company typically determines the skill set required for the position, such as: problem solving, flexibility, teamwork, leadership, interpersonal skills, etc. How can you tell if the interview is behavioral? Listen for key phrases such as "Give me an example of a time when..." or "Tell me about a situation in which you..." To respond successfully you will need to give specific examples of when you have demonstrated the desired behaviors.

DIMENSION: Adaptability

1. Give me an example of a time when your situation changed unexpectedly. What exactly did you do? What ultimately happened?
2. Tell me the process that you use to integrate a new team member into your area and with the rest of the team.

DIMENSION: Building Trust/Ethics

1. Tell me about a time when your boss asked you to do something that you didn't think was appropriate. How did you respond?
2. Tell me about a time at work when you objectively considered others' ideas, even when they conflicted with your own.

DIMENSION: Coaching/Mentoring

1. Tell me the process that you use to integrate a new team member into your area and with the rest of the team.
2. Tell me about a time when you took someone under your wing, what you tried to teach him/her, and the results.

DIMENSION: Commitment to Safety

1. Tell me about a time when you were really busy or under a lot of pressure to finish an assignment. Describe the actions that you took to ensure that safety was not compromised.
2. Describe a time when you had to confront someone who was in violation of a safety policy.

DIMENSION: Customer Service

1. Describe a situation where you had to go the extra mile to support a customer.
2. Describe a situation in which you were unable to satisfy a customer.

DIMENSION: Decision-Making

1. Tell me about a time when you made the wrong decision. What went wrong?
2. Give me an example of a problem, issue or concern that you handled in a unique creative way.

DIMENSION: Delegation Skills

1. Tell me about the last major project, task, or assignment you delegated. How did you decide to whom you would delegate?
2. Tell me about a time when you delegated a project and the person did not want the assignment. How did you handle the situation?

DIMENSION: Interpersonal Skills

1. Tell me about a time where you had to discipline someone and how you handled it with the person.
2. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

DIMENSION: Leadership

1. Describe a time when someone reporting to you wasn't cutting it and what you did to rectify the situation.
2. Tell me about a time when you were forced to make an unpopular decision.

DIMENSION: Managing Change

1. Tell me about the part you played in implementing a new system and/or technology in your department.
2. How do you win people over to the adoption of new techniques or technologies?

DIMENSION: Planning and Organization Skills

1. Tell me about a time when an unexpected project fell into your lap and the process you used to schedule it.
2. How do you determine your priorities? Give me an example.

DIMENSION: Quality Focus

1. Tell me about a time when you noticed that a process or task wasn't being done correctly. What did you do?
2. When working on a repetitive task, it's easy to lose your concentration and miss important details that can result in a problem later. Tell me about a time when this happened to you.

DIMENSION: Results Orientation

1. Tell me about the goals you set with your associates and how you helped them achieve their goals.
2. Give me an example of a project you managed and how you kept everyone on track to successful completion of the project.

DIMENSION: Risk Taking

1. Describe a time when you seemed to be on the wrong sign of an issue and what you did or did not do.
2. Describe a situation where you heard of some new technology and implemented it.

DIMENSION: Stress/Conflict Management

1. We've all felt stress in our work lives. Tell me about work-related situations that cause stress for you. How do you typically handle such stress?
2. Tell me about a work emergency or crisis of some kind in which you were involved. What was your role? What did you do?

DIMENSION: Teamwork

1. Describe a project you did as part of a team or a work group. What was your role and what were your specific contributions to the project's success?
2. Describe a team experience that you found disappointing. What would you have done to prevent this?

DIMENSION: Time Management

1. Describe a time when a project under your direction was late and how you dealt with the issue.
2. Describe your current projects and how you keep them scheduled for on-time delivery.